



GP Transparency of Information Project Survey Results

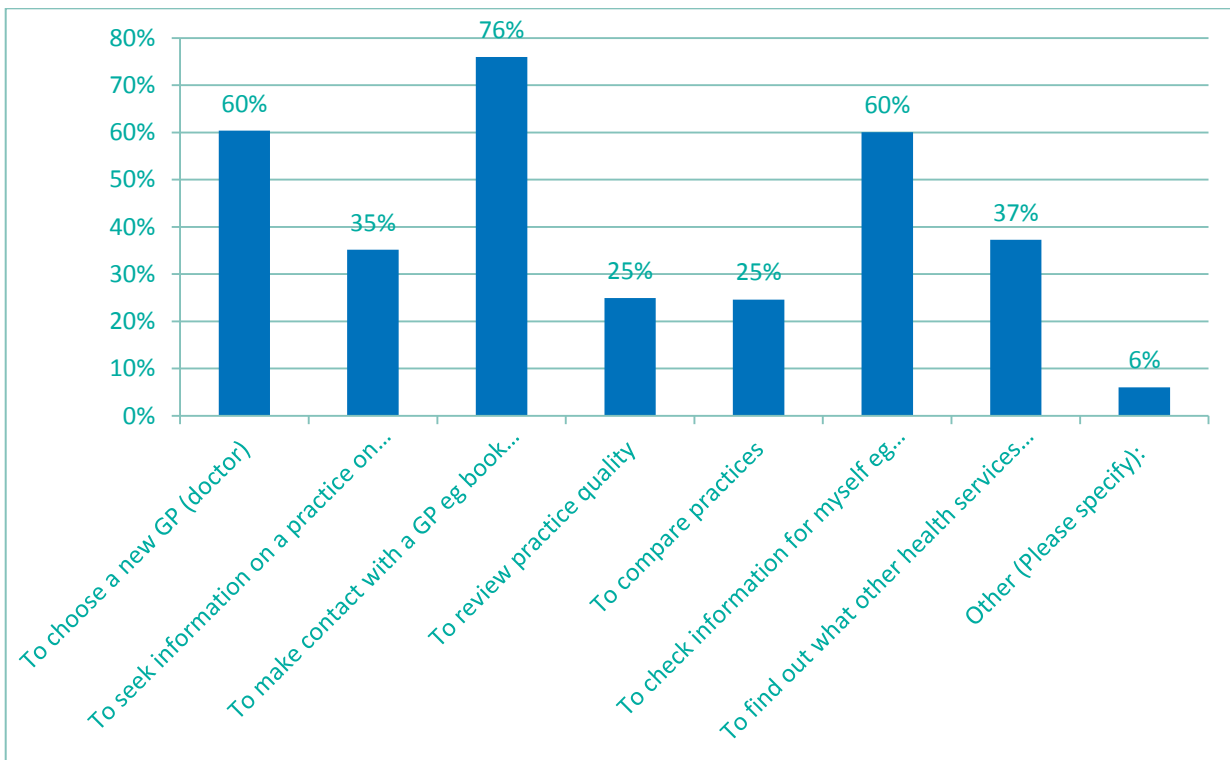
Introduction

A survey was developed to gain an understanding of how people find information about general practices as a baseline before implementing a range of improvements to reporting general practice services and quality measures.

The survey was circulated through the online community panels of Auckland and Waitemata DHBs as well as through the Counties Manukau Consumer Council's networks. There is likely to be some bias in the survey result due to it only being delivered online through existing DHB networks. It was available between 15 August and 10 September 2018, and received 334 responses.

Feedback

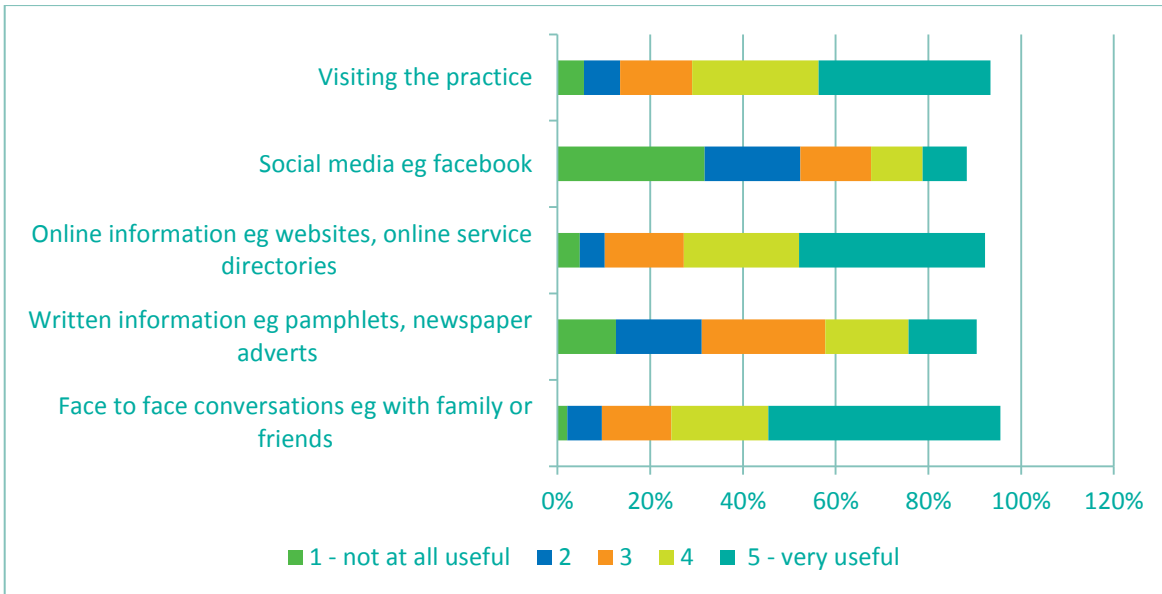
1. When would you search or find out information about a general practice?



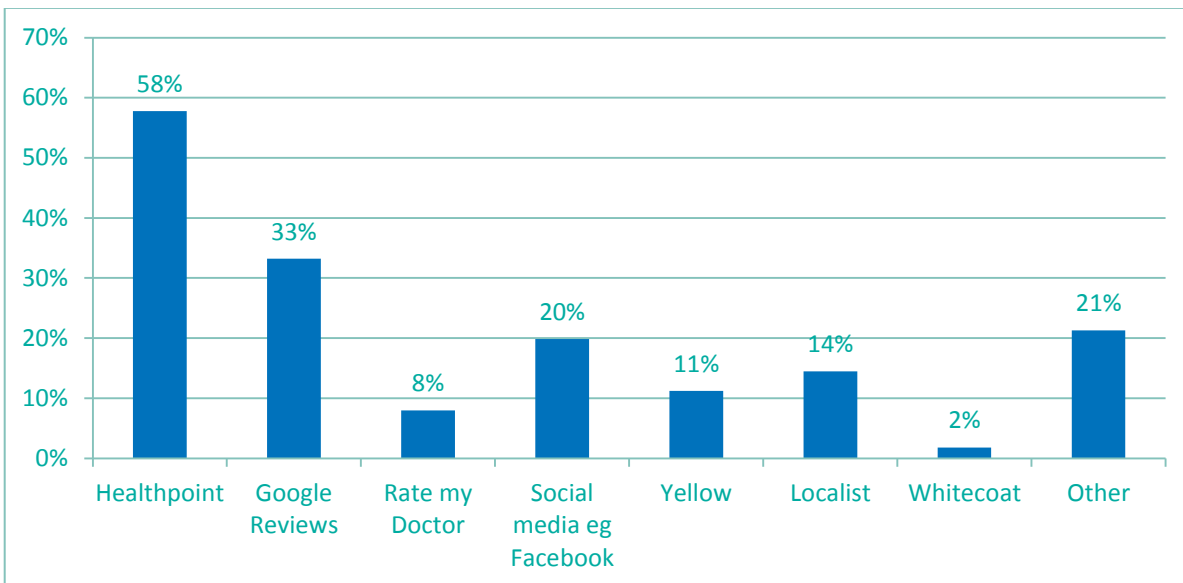
Other responses have been summarised as follows:

- To inform a person's role working alongside primary and community services
- To identify a practice or GP that supports particular health or personal needs
- To request a service e.g. repeat prescription
- To understand the ethos of the practice and how they work with patients
- To understand waiting times
- To contact own GP

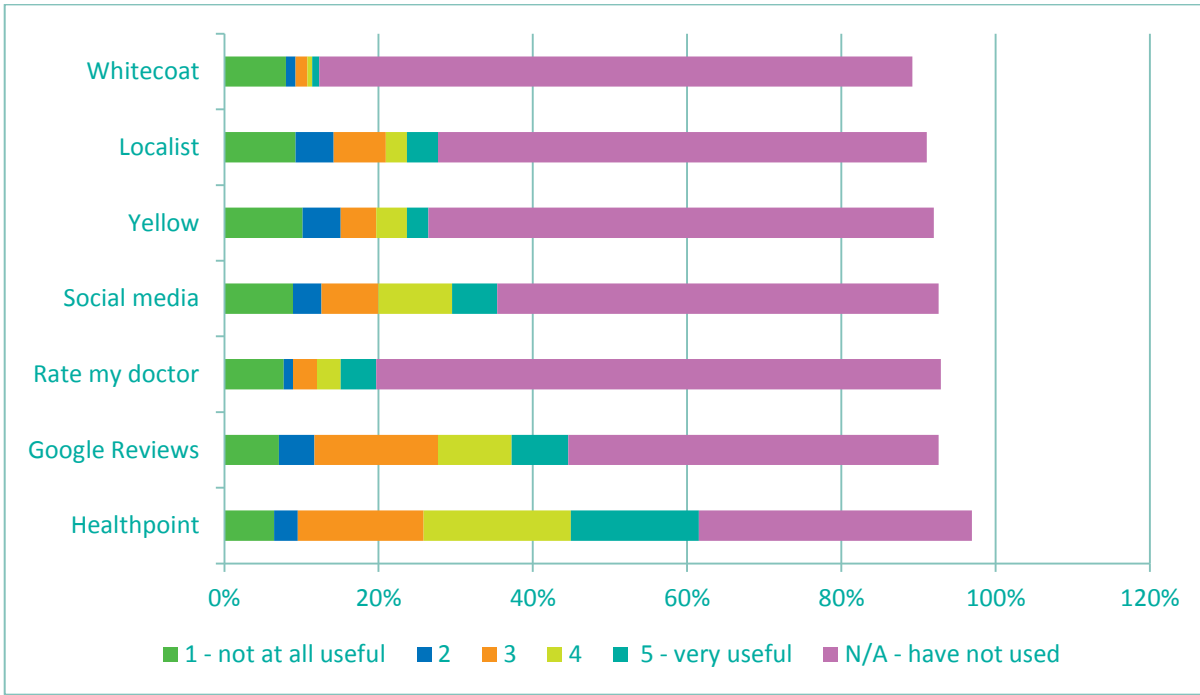
2. If you are looking for information about a general practice, which types of communication do you find most useful?



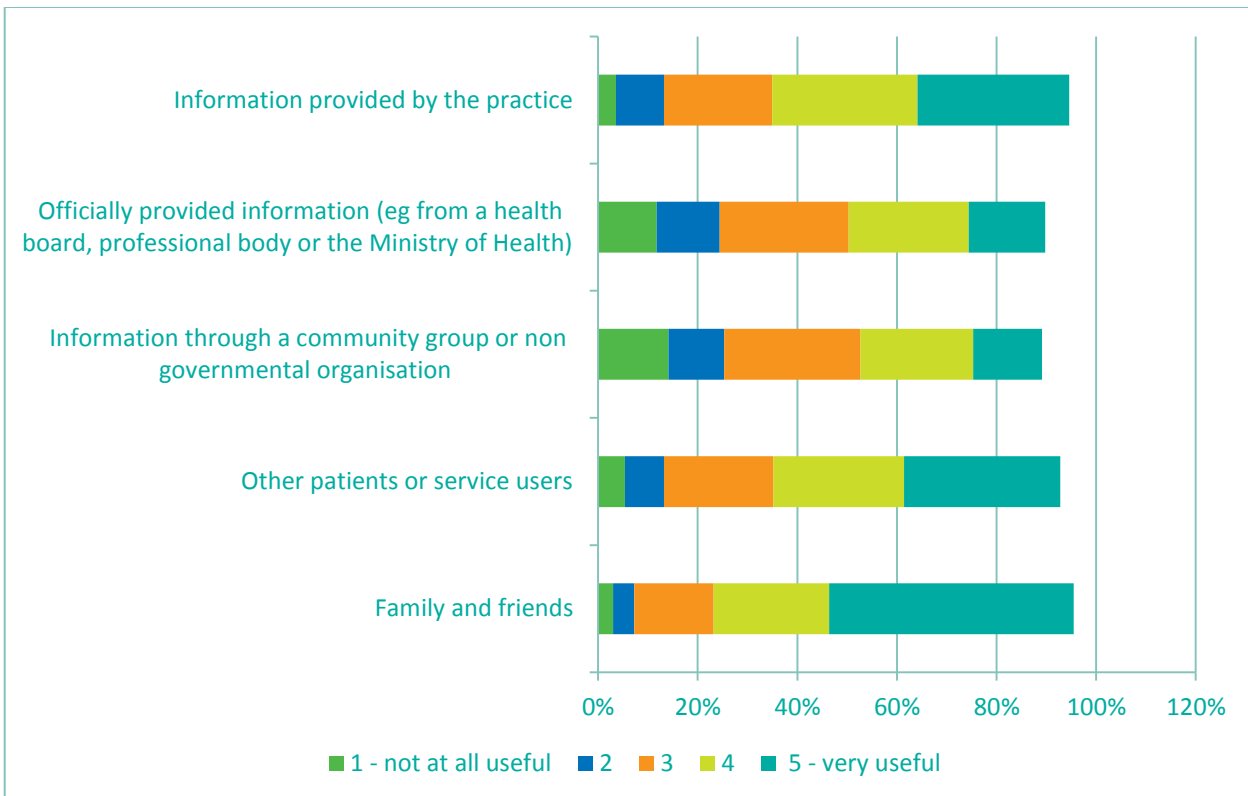
3. Which of the following online information sources have you used?



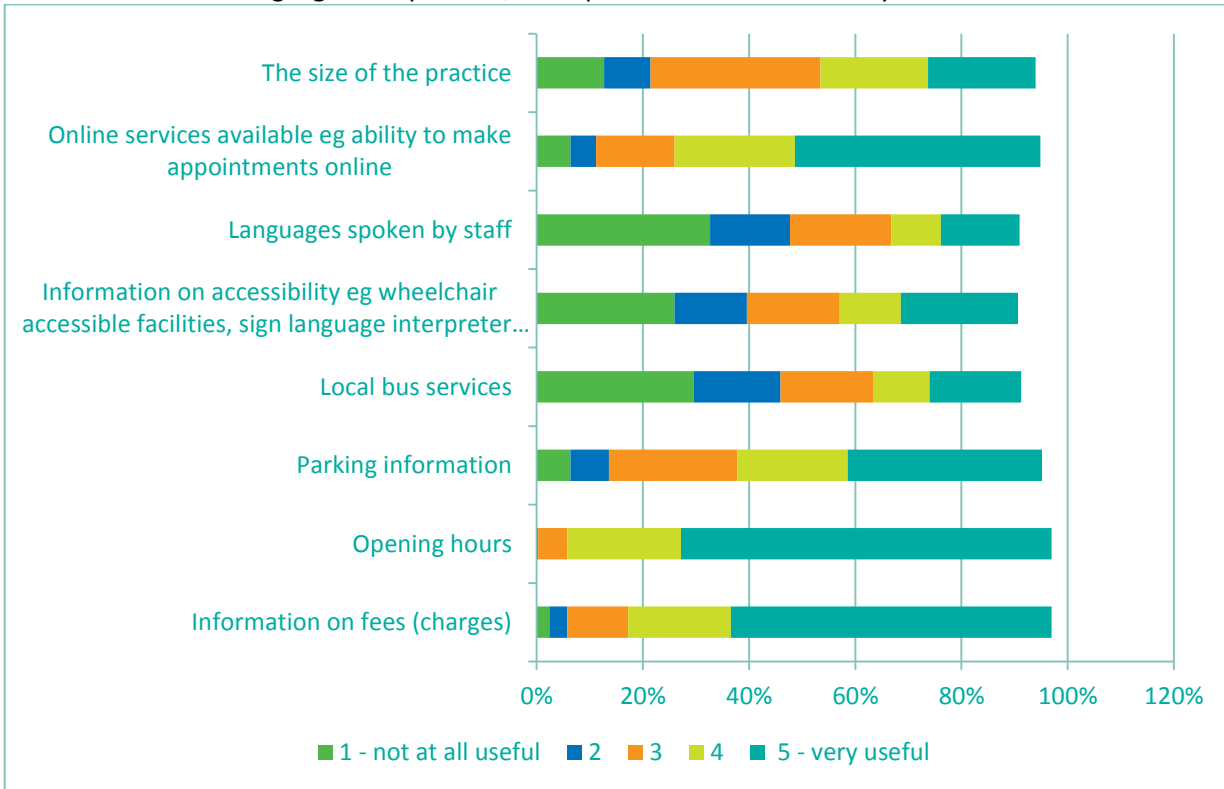
4. How useful have you found the information available through online directory sources?



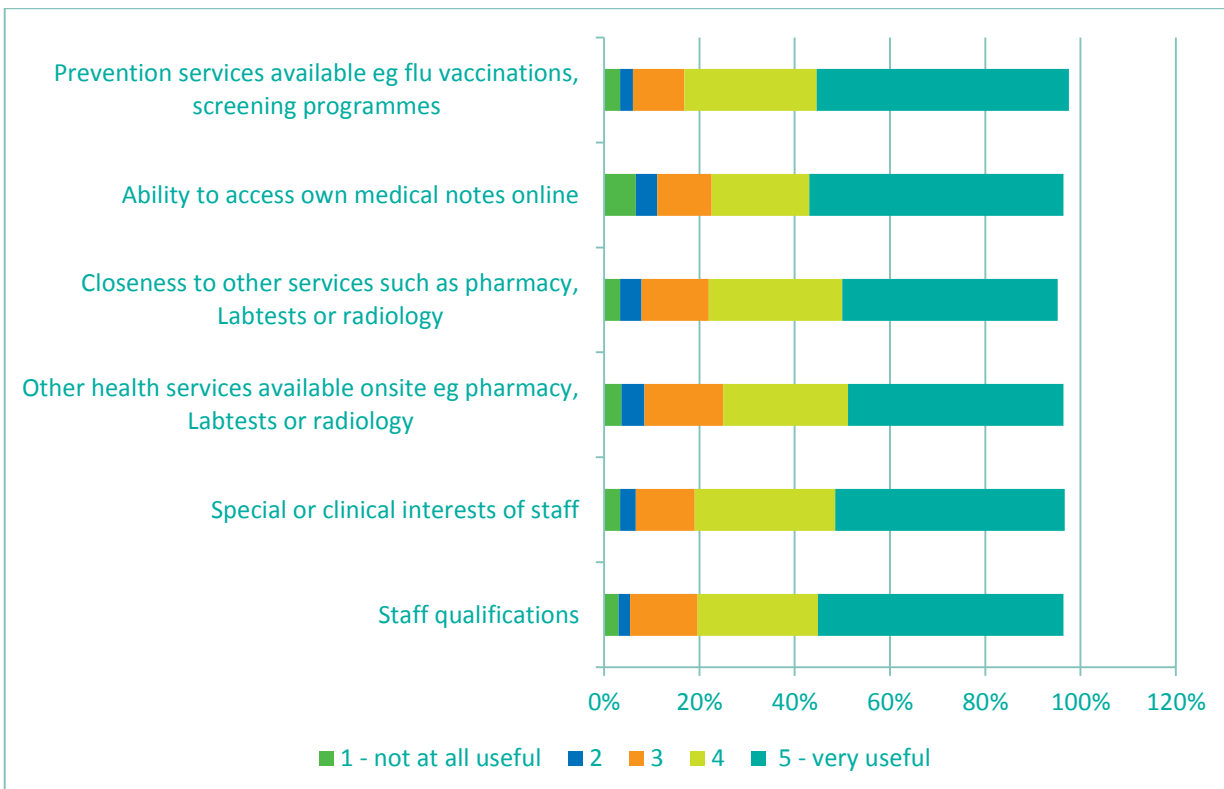
5. When choosing a general practice, which source of information do you find most useful?



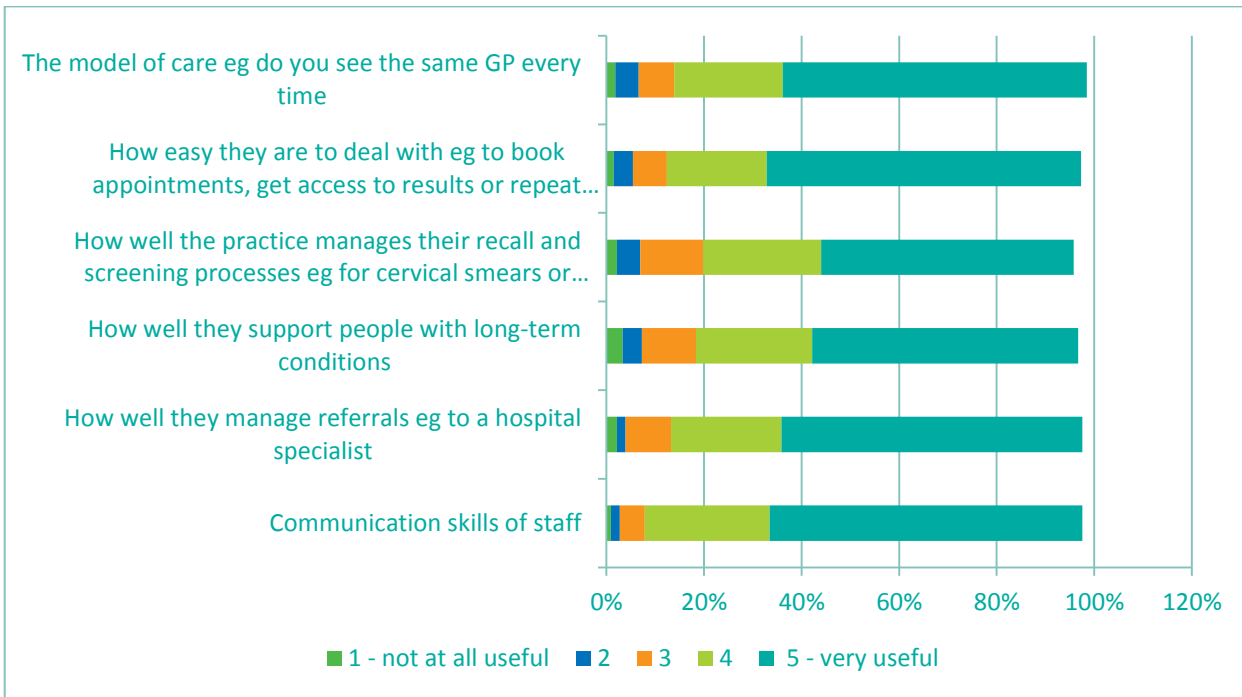
6. When choosing a general practice, what practical information do you consider useful?



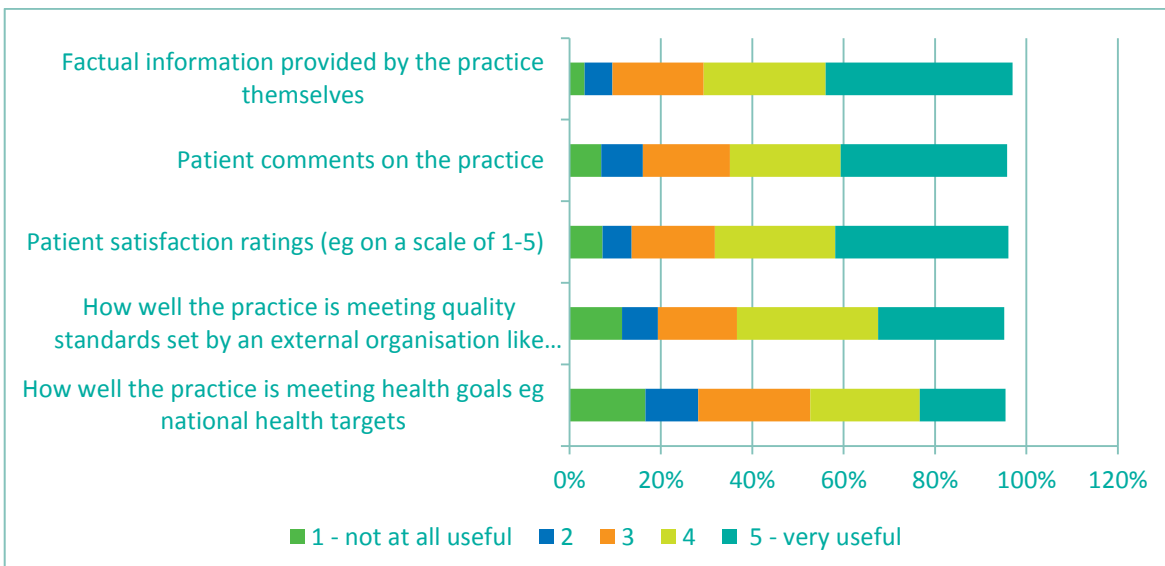
7. When choosing a general practice, what health service information do you consider useful?



8. Thinking of your current GP, what information about the way care is delivered do you currently find useful?



9. When choosing a general practice, what do you currently find useful in the information relating to the quality of the practice?



10. Do you have any additional feedback on how general practices provide information?

Key points raised by participants were:

Having access to an online portal was really important to many people; some commented that their practice did not currently provide this and that they were thinking about changing because of this. Some felt that this should be mandatory for all practices. Others commented that it was essential that all online portals provided access to test results and clinical reports, and should not just be about making appointments. One person commented that they were disappointed that patient portals were unable to be used by people who had visual impairment and used screen readers.

Good communication was seen to be of key importance; this might include text or email reminders, follow up phone calls, responding to emails and complaints. Communication needed to be provided in different formats and include accessible options such as translated information, plain English, NZ sign language. Non electronic formats also needed to be provided, such as pamphlets in the practice waiting room. While having information through Facebook was suggested by some, others were more cautious feeling that this was easily manipulated by “keyboard warriors and paid for reviews” which provided an unbalanced view of the practice.

Practice staff being welcoming and friendly and understanding the clients’ needs was seen as important e.g. being aware if a patient was hard of hearing or blind before they walk in for an appointment. A GP who listens and works non-judgmentally with patients to consider options and the cause of issues was seen as important to a number of people.

Additional information requested included:

- Photos and bios of all staff
- Email response times
- Whether home visits are provided and if so, how much they cost
- Ability to access emergency appointments
- More information about drugs – side effects, risks of long-term use
- How long it takes to change doctors
- Whether a GP practice is accepting enrolments

There were a number of comments from people who were surprised that this type of information might be available and requests that this is independently assessed and standardised so people can compare practices.

Other comments included:

- Consistency for afterhours fees
- Continuity of care is vitally important – doctors sometimes don’t refer to the notes
- Provide a written summary of the GP visit – what was discussed and agreed – this would help people with low health literacy
- GPs should receive copies of CT scans/ultrasound results and patients should receive copies of communication between hospital and GPs
- Like the ability to be able to access emergency appointments at a practice
- Don’t like not being able to book with preferred doctor at some practices
- Consider advertising in main stream community newspapers and through TV/Radio
- Patients should receive copies of test results automatically
- It would be good if they ran open days where people could meet the doctors
- Skype or Facetime would be useful as an additional communication channel
- Practices are businesses and sometimes lose sight of patient needs when chasing efficiency

When was the last time you changed your GP practice?

Options	% of Respondents
Within the last year	16%
1-5 years ago	23%
5-10 years ago	19%
Over 10 years ago	42%

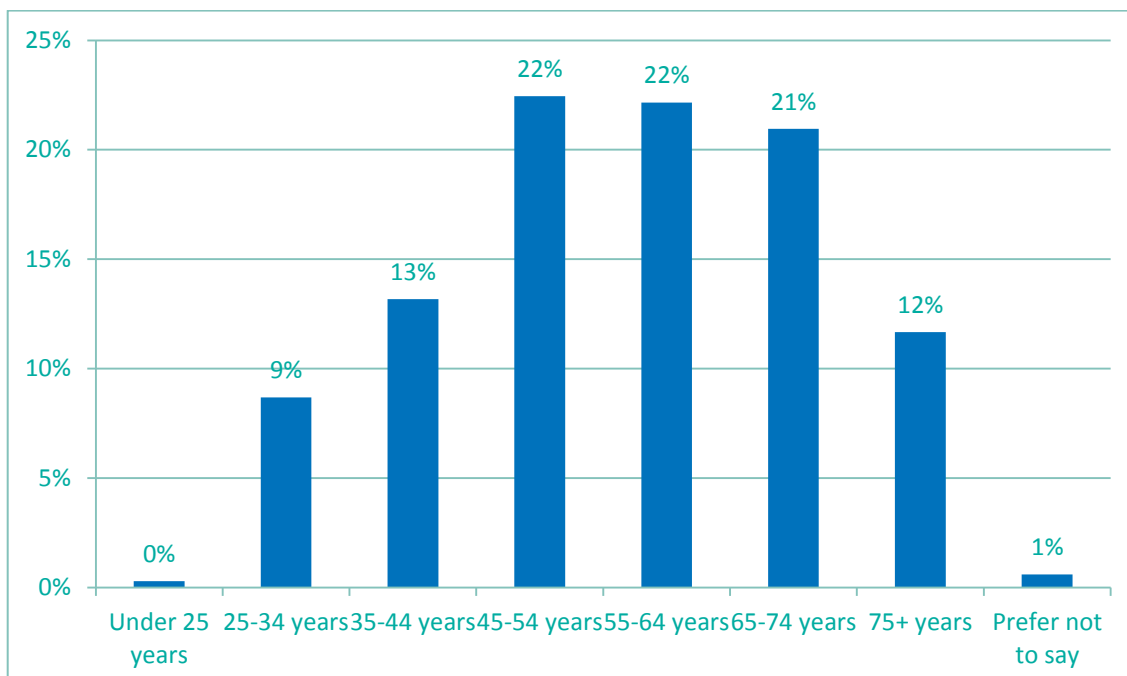
Do you work for a health care organisation?

Options	% of Respondents
Yes as a health professional	9%
Yes but not as a health professional	9%
No but I have in the past	16%
No	66%

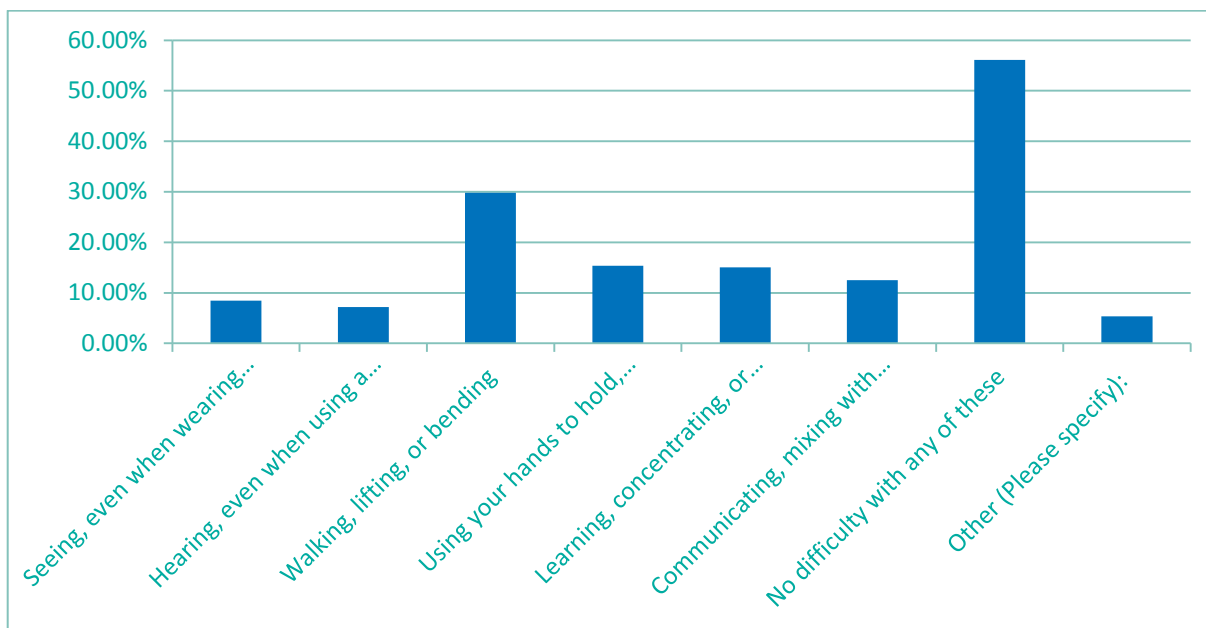
About you

We asked participants to answer a few questions about themselves to help us to understand how well we had reached our community.

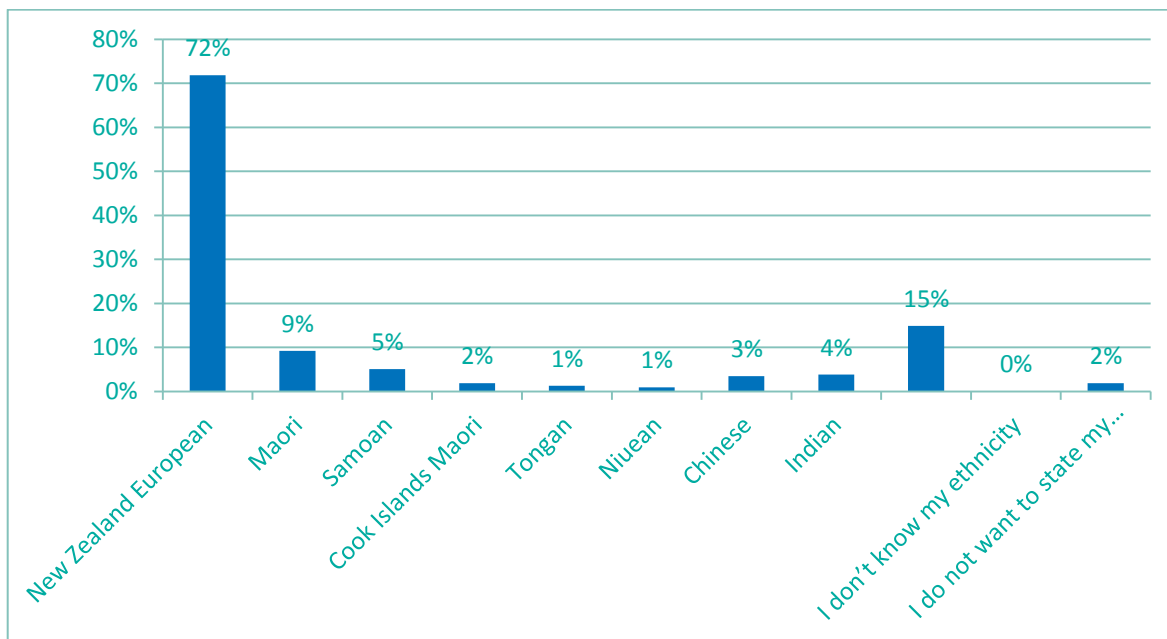
Age group



Does a health problem or a condition you have that may have lasted six months or more cause difficulty with, or stop you from:



Ethnicity



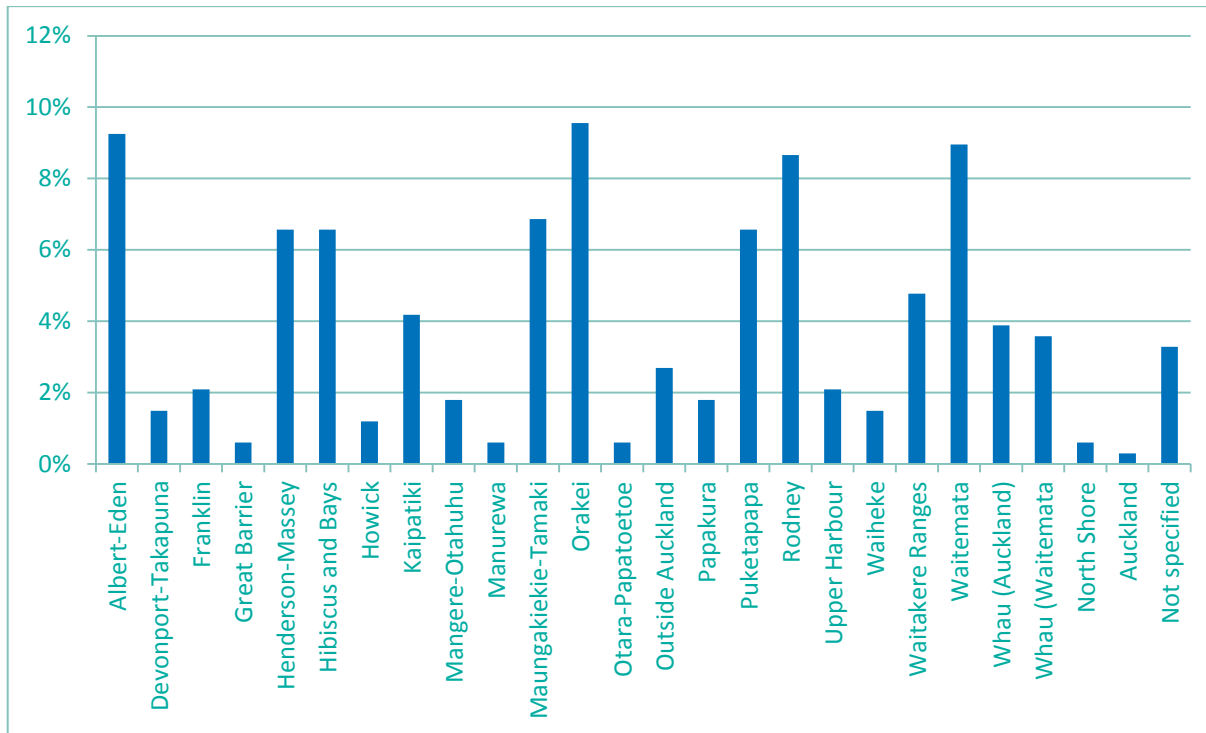
Other ethnicity	Number of responses	Other ethnicity	Number of responses
Middle Eastern, Latin American, African	7	Other European	19
NZ / Pakeha	4	Other Asian	10
Other (unclassifiable)	1		



Gender

Options	% of respondents
Female	73%
Male	26%
Gender diverse	0.30%
Prefer not to say	1%

Local Board area (suburbs provided were matched against local board areas)



DHB area

DHB area	% of respondents
Auckland	47.90%
Counties	7.78%
Outside Auckland Metro	2.69%
Waitemata	33.53%

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